

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

**ORIGINAL**

BellSouth Long Distance, Inc.

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Application to amend Authority to  
Operate (96-0578) to include  
Resold Local Exchange  
Telecommunications Services  
in the Entire State of Illinois

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Docket No.

04-0471

ICC Office Use Only

**APPLICATION FOR CERTIFICATE TO BECOME A  
TELECOMMUNICATIONS CARRIER**

**GENERAL**

**1. Applicants Name (including d/b/a, if any)**

BellSouth Long Distance, Inc.  
400 Perimeter Center Terrace, Suite 400  
Atlanta, GA 30346  
Phone: (770) 352 - 3000  
Fax: (678) 443 - 3470  
Toll-Free: (800) 895 - 2222  
FEIN #

CHIEF CLERK'S OFFICE

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**2. Authority Requested: (Mark all that apply)**

- ☐ 13-403 Facilities-Based Interexchange  
☒ 13-404 Resale of Local and/or Interexchange  
☐ 13-405 Facilities-Based Local

**3. Request for waivers/variances:**

In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

- ☒ Part 710 Uniform System of Accounts for Telecommunications Carriers  
☐ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone directories for Local Exchange Telecommunications Carriers in the State of Illinois  
☒ Section 735.180 Directories  
☒ Other 83 Ill Adm. Code Part 250 (keeping administrative books in Illinois)

4. **For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:**

- (a) **the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document**
- (b) **the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;**
- (c) **the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and**
- (d) **if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.**

Please see the Appendix A - D for the responses of BellSouth Long Distance, Inc. ("BSLD")

5. **In what area of the state does the Applicant propose to provide service?**

BSLD proposes to offer its services statewide throughout Illinois

6. **Please attach a sheet designating contact persons to work with Staff on the following:**

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

(a) **issues related to processing this application**

Thomas M. Forte, Consultant to BellSouth Long Distance, Inc.  
Technologies Management, Inc.  
210 N. Park Avenue  
Winter Park, FL 32789  
Phone: 407-740-8575  
Fax: 407-740-0613  
E-Mail: tforte@tminc.com

(b) **consumer issues**

Mario Soto, President  
BellSouth Long Distance, Inc.  
400 Perimeter Center Terrace, Suite 400  
Atlanta, GA 30346  
Phone: (678) 443 - 3937  
Fax: (678) 443 - 3470  
Toll-Free: (800) 895 - 2222  
E-Mail: Mario.soto@bellsouth.com

(c) **customer complaint resolution**

Mario Soto, President  
BellSouth Long Distance, Inc.  
400 Perimeter Center Terrace, Suite 400  
Atlanta, GA 30346  
Phone: (678) 443 - 3937  
Fax: (678) 443 - 3470  
Toll-Free: (800) 895 - 2222  
E-Mail: Mario.soto@bellsouth.com

6. **Please attach a sheet designating contact persons to work with Staff on the following:  
(Cont'd.)**

**(d) technical and service quality issues**

Mario Soto, President  
BellSouth Long Distance, Inc.  
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**(e) "tariff" and pricing issues**

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**(f) 9-1-1 issues**

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**(g) security/law enforcement**

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E-Mail: Mario.soto@bellsouth.com

**7. Please check type of organization?**

- ☐ Individual      ☒ Corporation  
☐ Partnership      **Date Corporation was formed:** 03/13/96  
                                 **In What State?** Delaware  
☐ Other

**8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.**

The Articles of Incorporation and a copy of BSLD's Secretary of State certificate were filed with the original application in Docket No. 96-0578.

**9. List jurisdictions in which Applicant is offering service(s).**

BSLD is certificated to offer local exchange service in 12 states with applications pending in an additional 9 states.

**10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?**

- ☐ Yes (please provide details)  
☒ No

**11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?**

- ☐ Yes (please provide details)  
☒ No

**12. Has Applicant provided service under any other name?**

- ☐ Yes (please provide list)  
☒ No

**13. Will the Applicant keep its books and records in Illinois?**

- ☐ Yes  
☒ No (if No, permission pursuant to 83 Ill Adm. Code Part 250 needs to be requested.

Please see question No. 3.

## MANAGERIAL

14. **Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.**

Please see Exhibit II for the Company's resumes of key personnel.

15. **List officers of Applicant.**

Please see Exhibit II for a list of the Company's Officers and Directors

16. **Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services?**

- ☐ Yes (is Yes, list entity.)  
☒ No

17. **How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)**

BSLD has a contract with Qwest to handle the billing of all local exchange services in Illinois on a monthly basis. The company utilizes the services of either the LEC or Qwest for the billing of it interexchange services currently offered within the state.

18. **How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)**

BLSD will handle all customer inquiries and complaints at its Customer Service number, (800) 895 - 2222. The Customer Service Department is staffed 24 hours per day, seven days a week.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing?

- ☒ Yes  
☐ No

20. What telephone number(s) would a customer use to contact your company?

BSLD's Customer service toll-free phone number is (800) 895 - 2222.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

- ☒ Yes  
☐ No

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

BSLD will require all new customers to sign a Letter of Authorization prior to initiating an order for service. As a result, neither slamming or cramming can occur with BSLD's services.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

- ☒ Yes  
☐ No (If No, please provide an explanation)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

- ☒ Yes  
☐ No

#### **FINANCIAL**

Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Please see Exhibit III for financial information of the Company's parent, BellSouth Corporation, Year End 2003 10-K Annual Report.

**26. Does Applicant utilize its own equipment and/or facilities?**

- ☐ Yes (if Yes, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities)
- ☒ No (If No, which facility provider(s) services does the Applicant intend to use:

BSLD will utilize the local switching facilities of the LEC since it will be providing services as a reseller. The company currently utilizes the facilities of Qwest for its interexchange services.

**27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).**

BSLD intends to provide advanced data and private line services within Illinois for its local service offering. The company currently provides presubscribed and travel card interexchange services through the certification it received in Docket 96-0578.

**28. Will technical personnel be available at all times to assist customers with service problems?**

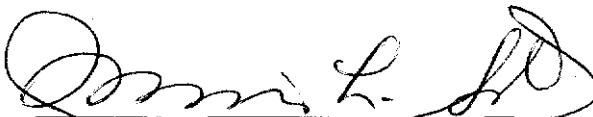
- ☒ Yes
- ☐ No

**29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to:**

- (a) touch dialing;
- (b) access to 9-1-1 and "0" operator dialing without use of a coin;
- (c) rules governing use of payphones by disabled persons;
- (d) ability to complete local and long-distance calls;
- (e) unlimited duration for local calls; and
- (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls?

- ☐ Yes
- ☐ No

Not Applicable.



Mario L. Soto - President  
BellSouth Long Distance, Inc.

Date

July 15, 2004

VERIFICATION

This application shall be verified under oath.

OATH

STATE OF GEORGIA

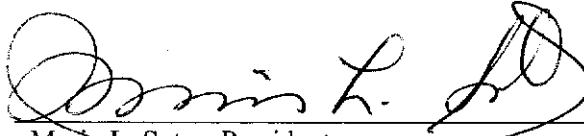
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COUNTY OF DEKALB

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Mario L. Soto, makes oath and says that he is the President of BellSouth Long Distance, Inc.; that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.



Mario L. Soto - President  
BellSouth Long Distance, Inc.

Date

July 15, 2004

Subscribed and sworn before me this 15<sup>th</sup> day of July, 2004.

Leigh Lawlor  
(NOTARY PUBLIC)

My Commission expires on:

Leigh Lawlor  
Notary Public, Rockdale County, Georgia  
My Commission Expires March 16, 2007

